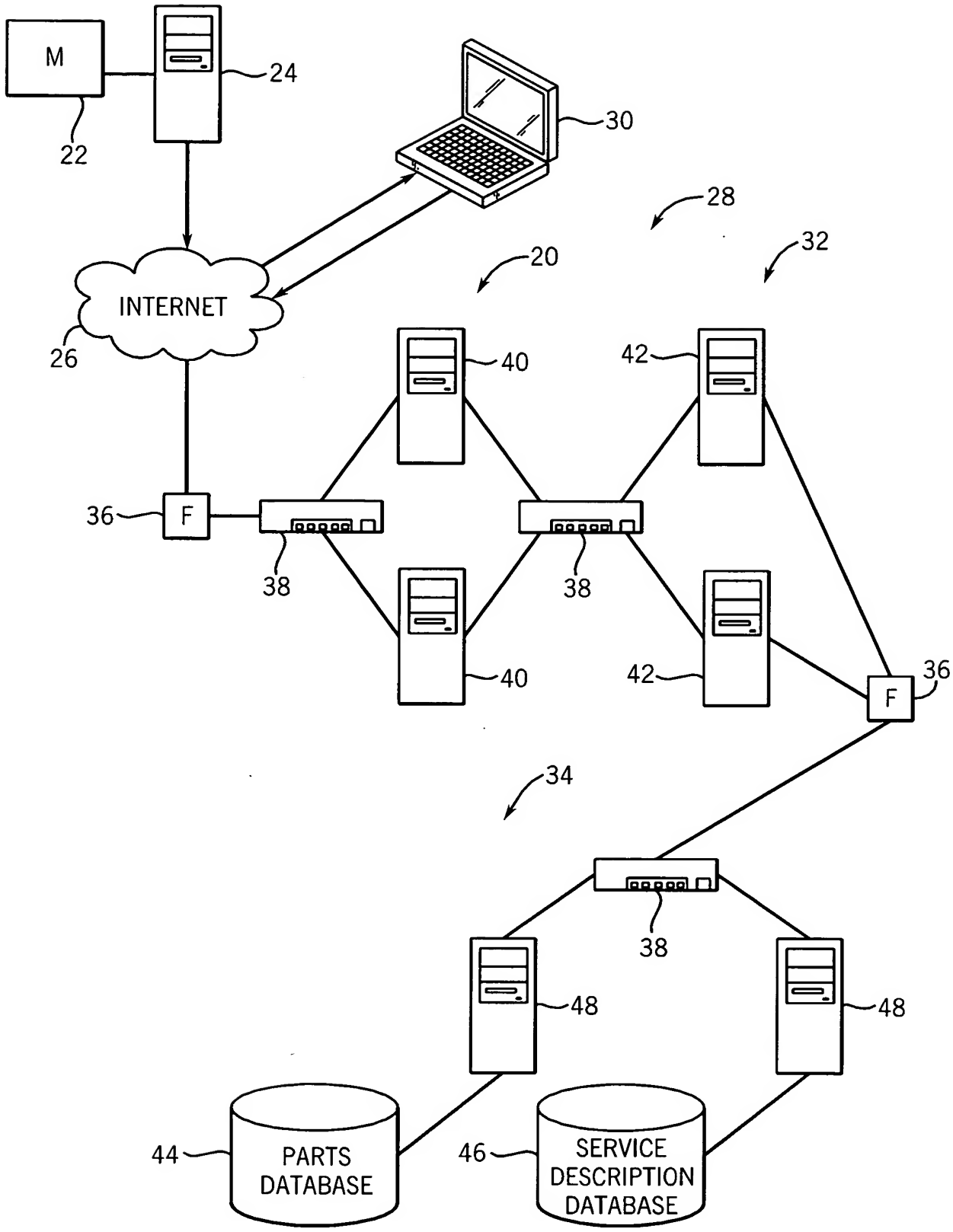
M
24
22
30
28
32
20
INTERNET
26
40
42
36
F
38
38
40
42
36
F
34
38
48
48
44
PARTS DATABASE
46
SERVICE DESCRIPTION DATABASE

FIG. 1

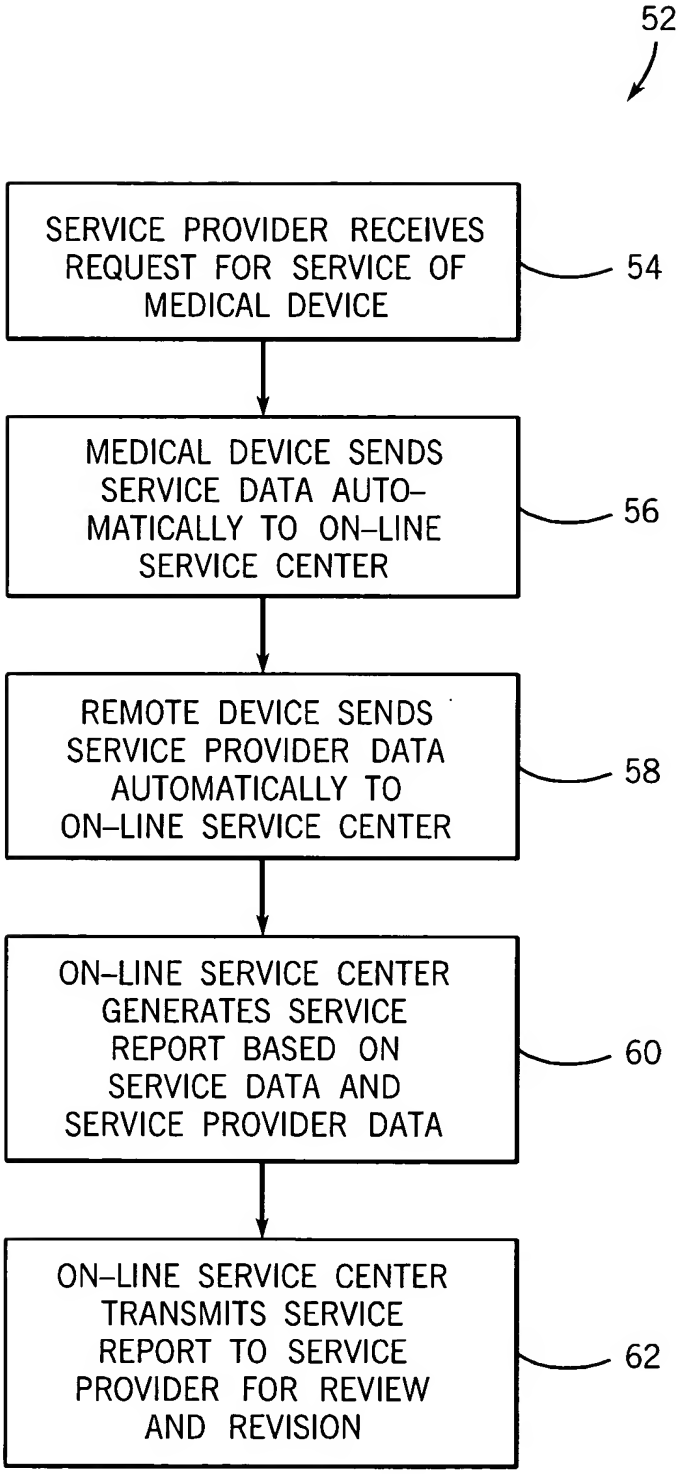
52
SERVICE PROVIDER RECEIVES REQUEST FOR SERVICE OF MEDICAL DEVICE
54
MEDICAL DEVICE SENDS SERVICE DATA AUTO-MATICALLY TO ON-LINE SERVICE CENTER
56
REMOTE DEVICE SENDS SERVICE PROVIDER DATA AUTOMATICALLY TO ON-LINE SERVICE CENTER
58
ON-LINE SERVICE CENTER GENERATES SERVICE REPORT BASED ON SERVICE DATA AND SERVICE PROVIDER DATA
60
ON-LINE SERVICE CENTER TRANSMITS SERVICE REPORT TO SERVICE PROVIDER FOR REVIEW AND REVISION
62

FIG. 2

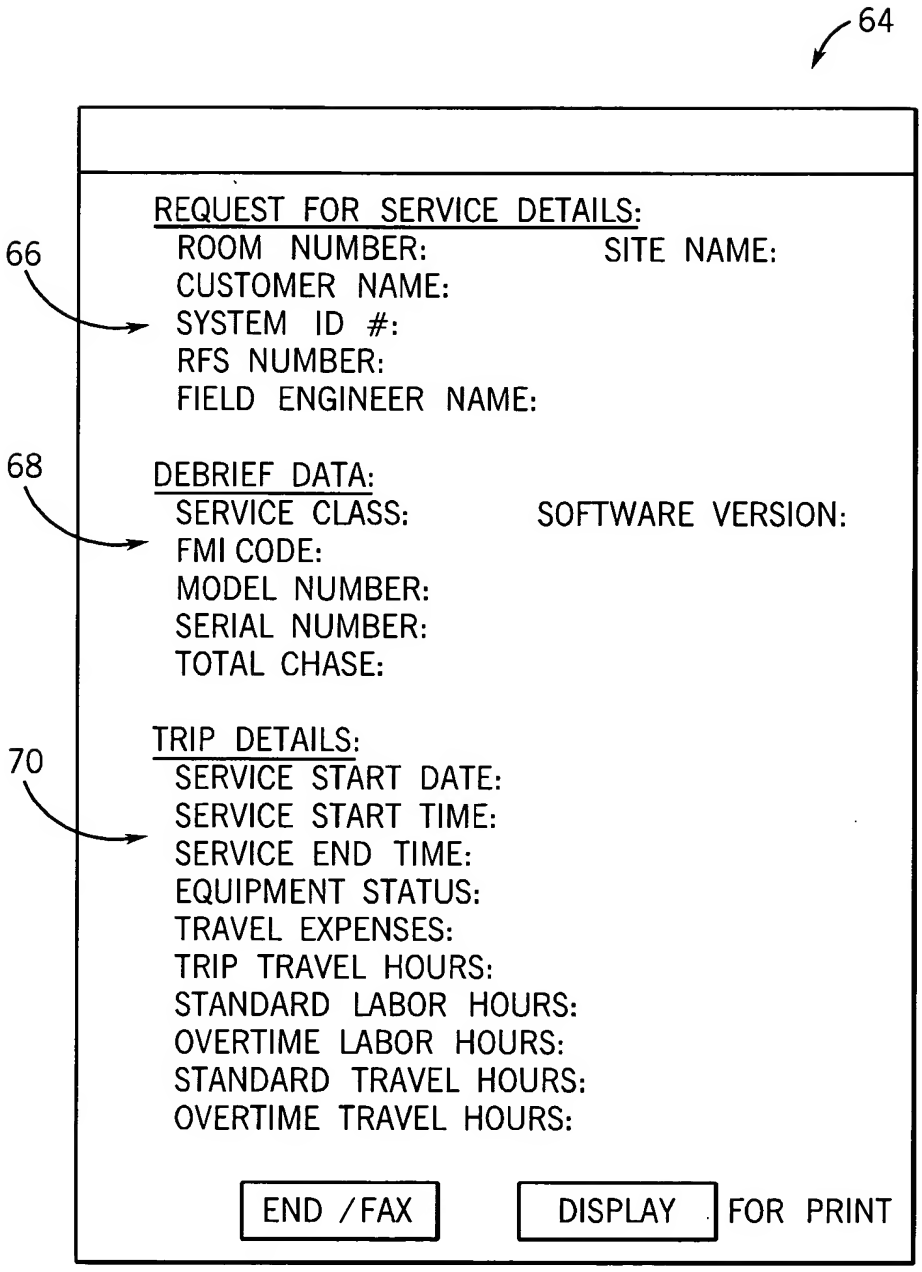
64
66
68
70
REQUEST FOR SERVICE DETAILS:
ROOM NUMBER:
SITE NAME:
CUSTOMER NAME:
SYSTEM ID #:
RFS NUMBER:
FIELD ENGINEER NAME:
DEBRIEF DATA:
SERVICE CLASS:
SOFTWARE VERSION:
FMI CODE:
MODEL NUMBER:
SERIAL NUMBER:
TOTAL CHASE:
TRIP DETAILS:
SERVICE START DATE:
SERVICE START TIME:
SERVICE END TIME:
EQUIPMENT STATUS:
TRAVEL EXPENSES:
TRIP TRAVEL HOURS:
STANDARD LABOR HOURS:
OVERTIME LABOR HOURS:
STANDARD TRAVEL HOURS:
OVERTIME TRAVEL HOURS:
END /FAX
DISPLAY
FOR PRINT

FIG. 3